The Communication Process

SFC Guidry

Objective

- **Action:** Define the Process of Effective Communication

- **Condition:** Given Classroom Discussion

- **Standards:** Students Will be Able to Discuss:
  - The Communication Process
  - Effective And Active Listening
  - Guidelines For Giving And Receiving Feedback

Overview

- Define Communication
- Discuss The Communication Process
- Discuss Communication Barriers
- Discuss Cross-Cultural Misunderstandings
- Discuss Barriers to Cross-Cultural Communications

Definitions

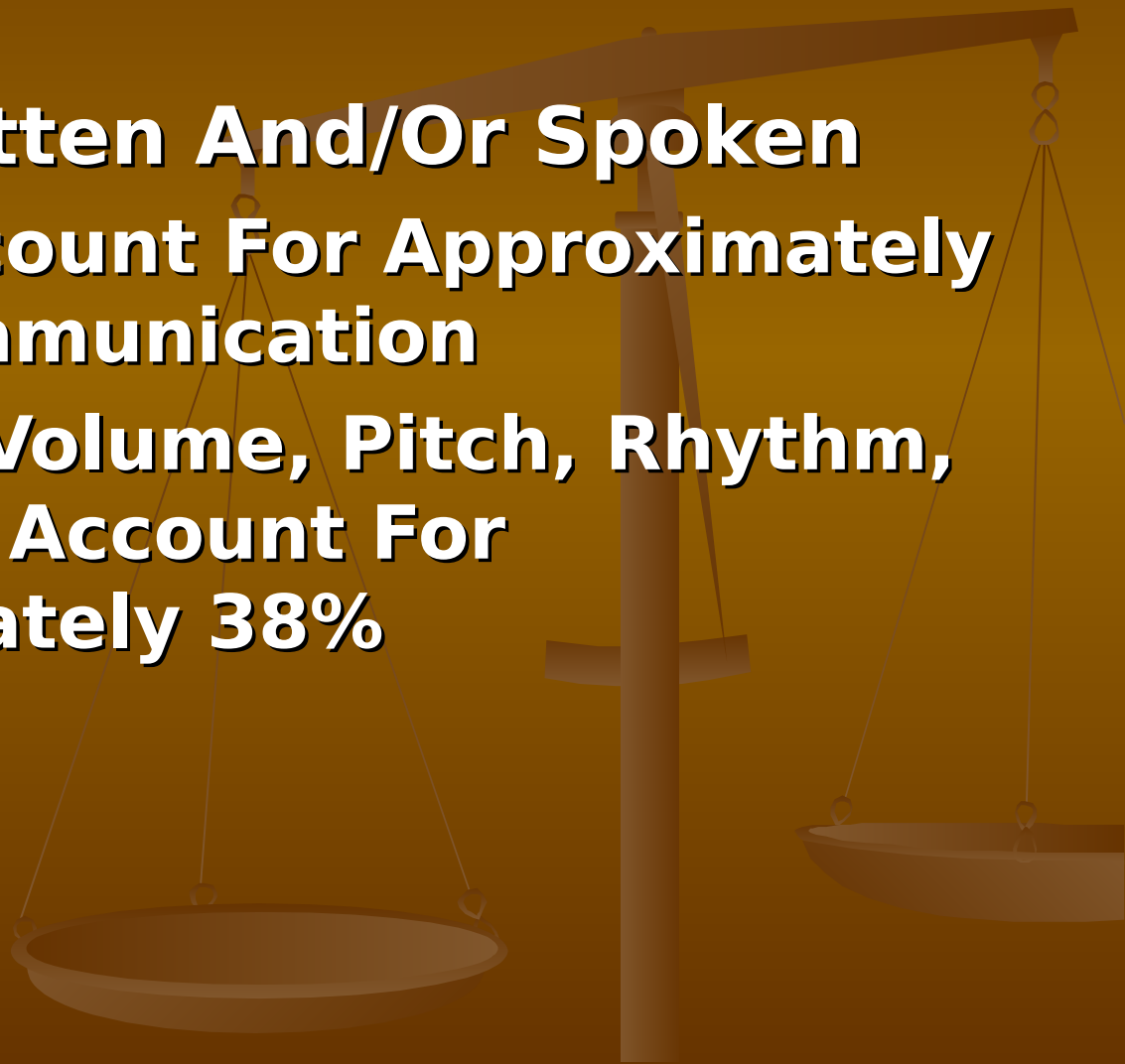
- **Communication – The Exchange of Information Between Individuals.**
- **Effective Communication – The Successful Exchange Of Information Between Individuals.**
- **Effective Communicator – One Who Is Successful In Establishing An Active Two-Way Link With Another Individual Or Group.**

Elements

- Sender (Source)
- Message
- Environment
- Receiver (Listener)
- Feedback

Modes

- Verbal
  - Words, Written And/Or Spoken
    - Words Account For Approximately 7% of Communication
    - Delivery (Volume, Pitch, Rhythm, Tone, Etc) Account For Approximately 38%



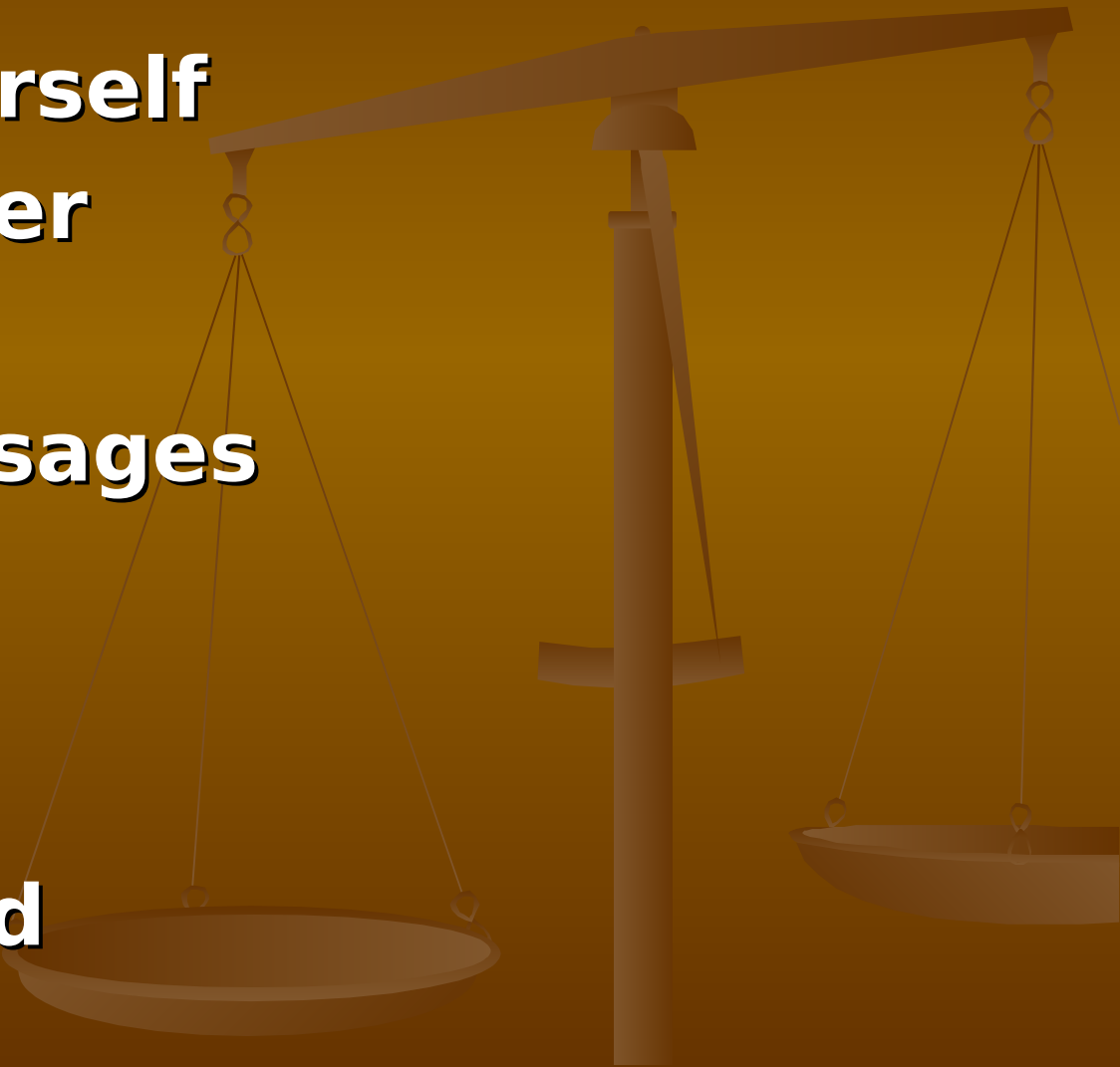
Modes

- Nonverbal
  - Accounts For Approximately 55% Of Communication
  - Eye Contact And Body Language
    - Facial Expressions, Gestures, Posture And Breathing, Distance, Touching
    - Symbols Or Objects
    - Clothes
    - Hairstyles
    - Jewelry

Characteristics of Effective Listeners/Communicators

- Attentive
- Empathetic
- Interested
- Responsive
- Non-interrupting
- Understanding
- Non-distracted
- Patient

Guidelines for Effective Communication

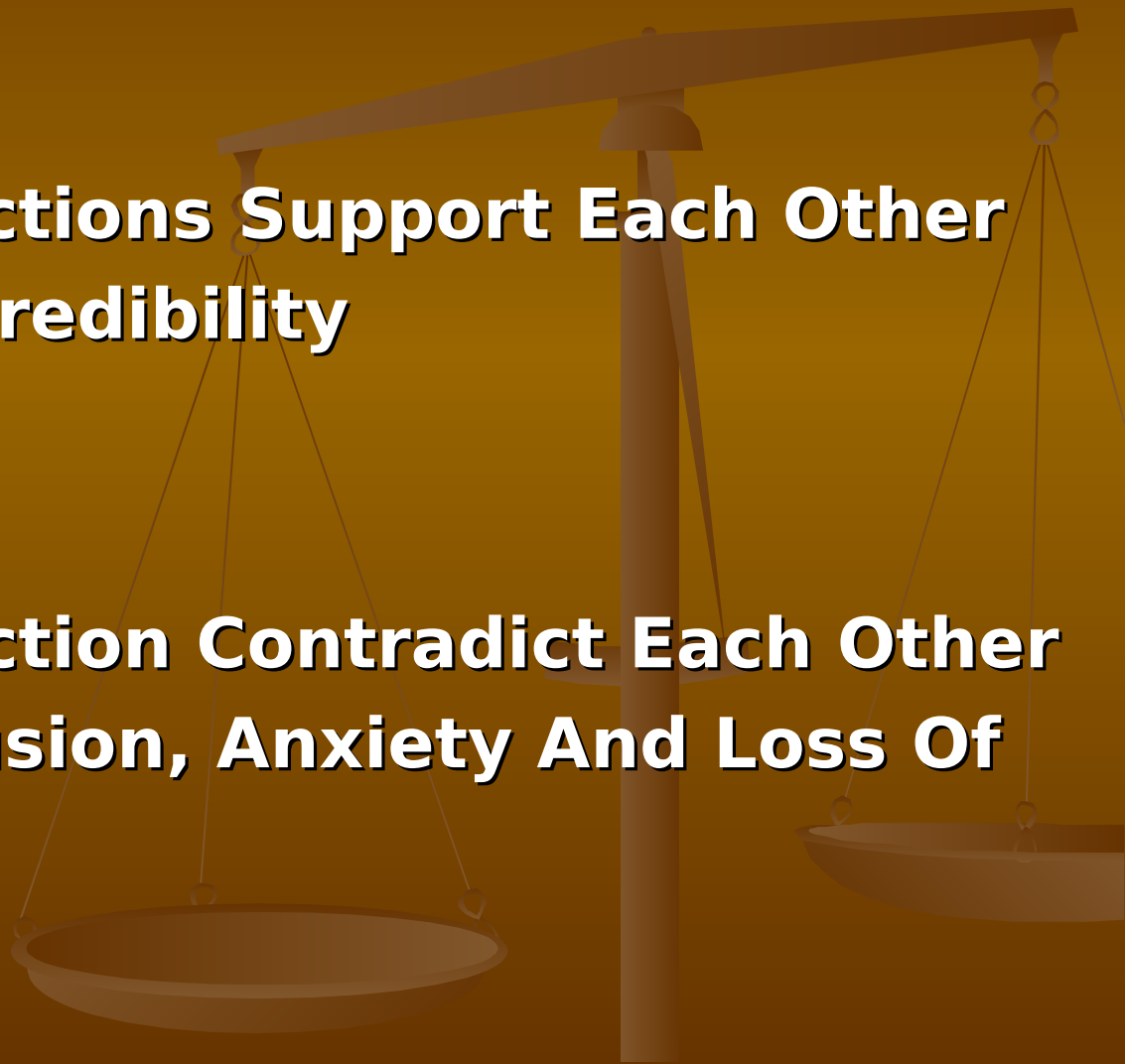


- Prepare Yourself
- Check Partner
- Be Positive
- Use “I” Messages
- Be Specific
- Use Active Listening
- Stay Focused

Factors of Interpersonal Communications

- Impact of Self-concept
- Impact of Personal Feelings
- Impact of Self-disclosure

Behaviors



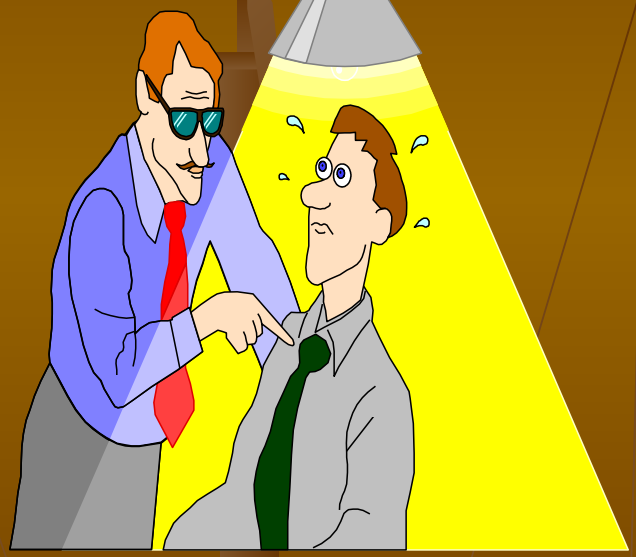
- Congruent
  - Words And Actions Support Each Other
  - Establishes Credibility
- Incongruent
  - Words And Action Contradict Each Other
  - Causes Confusion, Anxiety And Loss Of Trust

Barriers

- Physical
  - Language
  - Health
  - Temperature
  - Distance
  - Speech
- Perceptual
  - Past Experience
  - Hidden Agenda
  - Stereotypes

Barriers

- Psychological
  - Feelings Of Anxiety, Frustration, Insecurity, Threat
  - Ego Defense Mechanisms
    - Unconsciously Our Self-image Is Threatened By Our Own Emotions Or By Our Interaction With Others



Cross-cultural Misunderstandings

- Social Courtesies
- Flow Of Information
- Assertiveness
- Culture
- Honesty

Barriers to Cross-cultural Misunderstandings

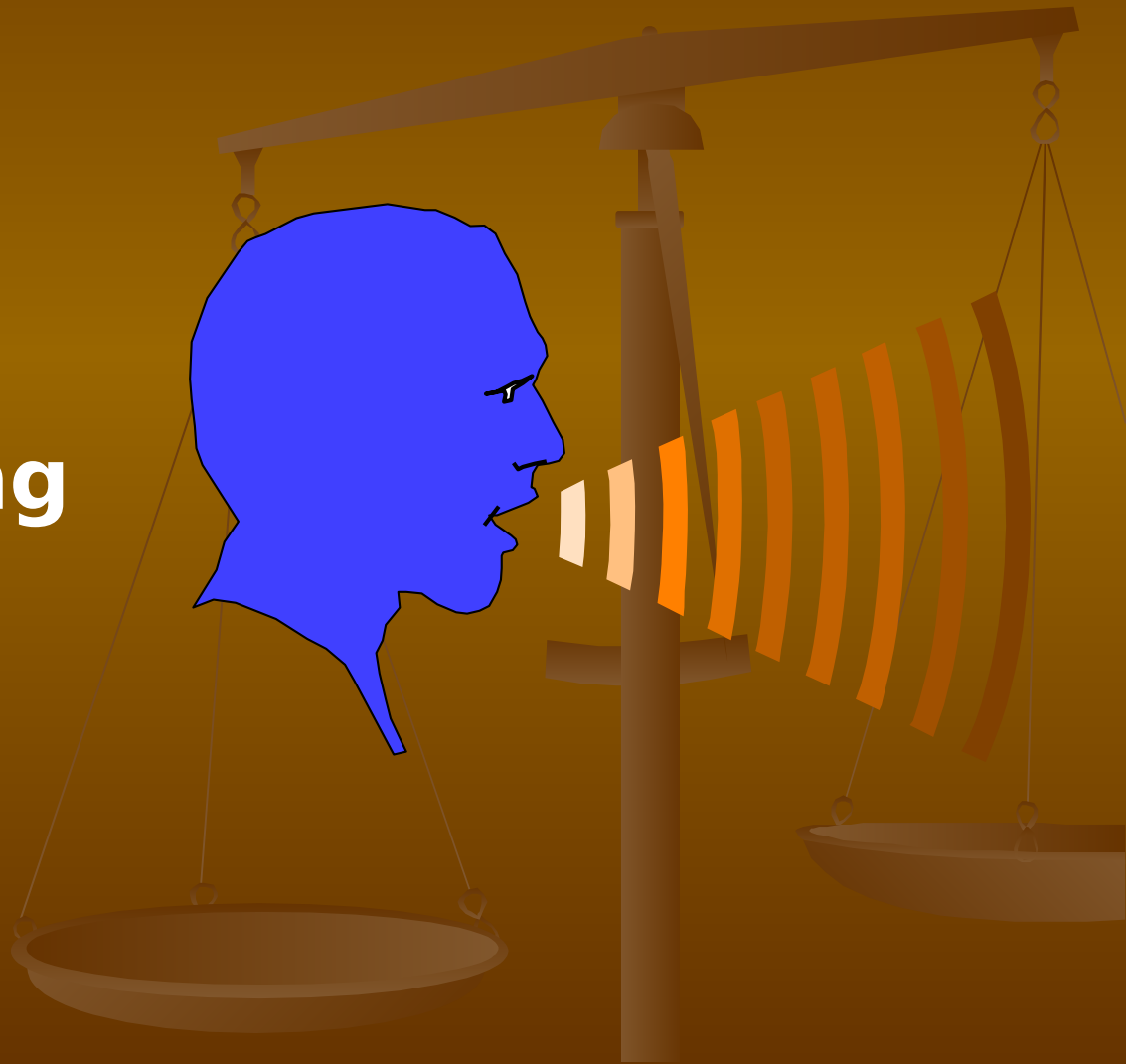
- Songs, Symbols, and Gestures
- Accents
- Jive and Jargon
- Lack of Trust

Feedback

- Validation Or Clarification
- Ensures The Meaning Received Was The Meaning Intended By The Sender
- Responsibility Is On The Sender And The Receiver

Methods to Test Understanding

- Parroting
- Paraphrasing
- Clarifying



Practical Exercise

Summary

- Defined Communication
- Discussed The Communication Process
- Discussed Communication Barriers
- Discussed Cross-Cultural Misunderstandings
- Discussed Barriers to Cross-Cultural Communications

Questions ?